

Benchmark IIa.1.1: Use the Quality Services Review (QSR) Process to assess and measure worker engagement and contact with the family as well as family involvement in the case planning process.

Evidence of Completion: Quarterly report with summary analysis of reviews conducted

The table below depicts the Engagement & Role and Voice scores from the Quality Service Review (QSR) performed in six counties in 2011. Following the individual county scores is the average for all six counties in each of the eight (8) indicators (far right hand column). The orange cells represent the number of cases scored for that indicator. The white cells contain the percent of cases which scored in the **acceptable range** (i.e. a 4, 5, or 6).

When compared to the aggregate scores for all counties reviewed from 2006 to 2010 the percentages for 2011 were plus or minus 2% points. Please also note the following:

- Ten of the 24 cases reviewed in the Milwaukee targeted case review were CFSR Item 10 cases (APPLA) who are youth placed in long term foster care until they age out.
- Kenosha made engagement of fathers the primary focus of their Action Plan.
- In the Final Report for Walworth it was pointed out that their engagement and role and voice scores for children, mothers and fathers were all significantly lower than their first review in 2008. The report recommended that they conduct a root cause analysis process to uncover the reasons for the negative change.
- Marathon, whose engagement scores dramatically improved from their first review in 2008, had selected engagement as the Core Practice Function (CPF) they wanted to improve in their 2008 Action Plan and had all of their staff receive special training in that area.

Engagement/Role and Voice QSR 2011

	Kenosha		Milwaukee		Walworth		Manitowoc		Eau Claire		Marathon			Average of Scores for all 2011 Counties
Child/Youth	9	100%	16	81%	10	80%	11	82%	7	100%	12	92%	65	89%
Mother	12	75%	21	52%	12	42%	11	91%	9	100%	12	83%	77	74%
Father	11	36%	13	31%	9	33%	11	55%	10	50%	10	70%	64	46%
Subst. Caregiver	8	100%	15	87%	10	100%	9	89%	8	100%	5	80%	55	93%
Role & Voice: child/youth	6	67%	16	88%	8	75%	7	86%	4	100%	8	75%	49	82%
Role & Voice: mother	12	50%	22	68%	12	50%	11	91%	9	89%	12	75%	78	71%
Role & Voice: father	11	18%	13	31%	8	38%	10	40%	10	50%	10	60%	62	40%
Role & Voice: Subst. caregiver	8	63%	15	93%	10	100%	9	78%	8	100%	5	80%	55	86%
Total Cases (N)	12		24		12		12		12		12		84	

Benchmark IIa.1.2: Provide county-tailored “Engaging to Build Trusting Relationships” training to identified counties to assure child welfare staff use engagement strategies to build working partnerships with the child and family, difficult to reach family members, and/or out-of home care providers.

Evidence of Completion: Summary analysis of trainings provided and training evaluations

Benchmark IIa.1.3: For all counties where engagement is identified as a need by a QSR, provide additional onsite coaching and mentoring to strengthen engagement skills and practice.

Evidence of Completion: Quarterly report with summary of coaching and mentoring provided

Below is a summary of engagement trainings and on-site coaching and mentoring provided to counties during the first four quarters of the PIP.

County	WCWPDS Training Activity Related to Engagement
BMCW	2-day Teaming to Engage Training to all managers (three times in April). No coaching in the field requested.
Chippewa	Engagement training was identified as an area needing enhancing. They are scheduled to have Motivational Interviewing with Karol Wendt on Jan 25th and 26th. Curriculum was approved to meet their engaging needs. Following this training, they will participate in a two-day Teaming to Engage training and follow-up coaching in the field.
Dane	77 child welfare staff have completed the Teaming to Engage training and the coaching in the field has been started.
Eau Claire	Recently completed their QSR. Their summary presentation was done 12/6/11. Not sure when Post QSR action planning will start. When the Professional Development System receives a copy of the action plan they will meet with the agency and review what, if any, training is needed or wanted.
Fond du Lac	Teaming to Engage training has started and there are three sessions left. There will not be any coaching in the field as an in-house trainer will provide needed coaching.
Iron	2-day Engaging and Teaming Training (June). Coaching in the field was attempted but unsuccessful due to county budgetary restrictions on travel and inability of county to identify local cases to serve this purpose.
Kenosha	Training not being provided at this time. Have emailed division manager to determine any needs following their action planning.

Manitowoc	Action planning with the post-QSR facilitators has just begun. It does not appear that engaging concerns were identified. It appears they are anticipating training needs specifically around knowing how to write court conditions and plans that are more behaviorally focused. QSR protocols identified the need for training in identifying behaviors that need to change, strategies that can be used to achieve behavior change, and methods to measure whether change has taken place.
Racine	1-day Refresher Teaming to Engage Training & Strategic Planning to IA & JJ units (May). 2-day Refresher Teaming to Engage Training & Strategic Planning to CPS Ongoing (June). Teaming and Coaching in the field with all units (Sept & Oct). 36 Child Welfare staff were involved in the training and coaching.
Richland	Teaming to Engage Training occurred in 2010. Teaming to Engage Coaching in the Field occurred in February, March, May and June of 2011.
Rock	Teaming to Engage Training occurred in 2010. Teaming to Engage Coaching in the Field began in late 2010 and continued in January and March of 2011.
Sheboygan	Two 2-day Engaging Trainings occurred in March 2011 to all 55 county Child Welfare Staff.